



ADMINISTRATIVE NOTES

Newsletter of the Federal Depository Library Program

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June 15, 1992

1993 Federal Depository Conference on Effective Networking Scheduled for April, 1993

The 1993 meeting of the Federal Depository Conference will be held in the Washington, DC area the week of April 18, 1993. The conference theme will be **Effective Networking**, emphasizing communication and cooperation among participants in the Federal Depository Library Program.

The agenda will be similar to the one followed in the first conference. Monday will be devoted to the Regional Seminar. Tuesday's program will concentrate on training and tours. Wednesday, Thursday and Friday will be set aside for large scale meetings. Time will be provided on both Wednesday and Thursday afternoons for information exchange sessions.

All depository personnel are urged to attend. Additional information concerning the conference arrangement and agenda will be published **Administrative Notes** this fall.



6th Annual Interagency Depository Seminar Announced for May 1993

"Serving Your Community's Government Information Needs"

The 6th Annual Interagency Depository Seminar will be held in Washington, DC from May 19 through May 26, 1993. The seminar is being sponsored by eight agencies: the Bureau of the Census, The Bureau of Labor Statistics, the Copyright Office, the office of the Federal Register, the Library of Congress, the Patent and Trademark Office, Mapping Agency and the Government Printing Office. The overall theme of the seminar will be: "Serving Your Community's Government Information Needs." The week long seminar will consist of an overview of the various agencies' products and activities as they relate to the Federal Depository Library Program.

The Interagency Depository Seminar is the most comprehensive introduction to U.S. Government information now offered. It is aimed at documents librarians with basic working experience in a depository environment. In the five years that it has been offered, the seminar has become extremely popular with the documents library community. As attendance must be limited to sixty-five librarians, preference will be given to those librarians who have not previously attended the seminar.

Costs for the seminar are being kept as low as possible. A \$10.00 registration fee will be the only charge. Librarians attending the seminar must cover their own travel and subsistence expenses,, as no government funds are available for that purpose. If you have any questions about the seminar, please write or call the Chief, Depository Services, at (202) 512-1119.

Additional information concerning the seminar will appear in **Administrative Notes** later this year.



Alternate Phone Numbers Available for Bulletin Board

Bulletin board users currently experiencing busy signals or other difficulties in accessing the FDLP BBS should try calling in on either **202-512-1389** or **202-512-1394**.



Robert W. Houk Public Printer of the United States

Remarks delivered at the
Federal Depository Conference
Rosslyn Westpark Hotel
Wednesday, April 8, 1992

Good morning ladies and gentlemen and welcome to the first annual Federal Depository Conference. I am pleased to see so many of you here.

I would like, first, to recognize those members of the Depository Library Council who are attending today's conference and to ask you to stand when your names are called so the rest of the audience can see who you are.

Gary Cornwell, who will be taking over as Chairman in October, is representing the current chair, Janet Fisher, who was unable to attend today's conference. Chris Kitchens; Maria Teresa Marquez; Susan Tulis; Mark Vonderhaar; John Weiner; Sandy Morton; B.J. Swartz; and Bob Oakley. Thank you.

[Mr. Houk then introduced the 5 newly appointed Council members, previously announced in Administrative Notes, v. 13, #9.]

I also want to take a moment to recognize the fine work that Wayne Kelley has done in organizing this conference. Wayne and his personnel in the Library Programs Service have outdone themselves in making this event a reality. And what a reality it is. I quite candidly was told last year that this conference would fail. Librarians would not have the means to travel to Washington. But pre-registration topped 400, with every State represented save South Dakota. My Chief of Staff assures me that South Dakota is represented in spirit.

We have 17 from California, 29 from New York, 14 from New Jersey, 27 from Pennsylvania, 19 from Florida, 11 from Texas, 21 from Ohio, 10 from Wisconsin, 7 from Michigan, 10 from Illinois, 11 from Indiana - hello Sally Holterhoff - 10 from North Carolina - my compliments to Ridley Kessler and Chairman Rose of the Joint Committee on Printing.

Speaking of veterans of past meetings, I am pleased to see Ridley, former chair of the Depository Library Council; Linda Kennedy, chair of GODORT; Julia Wallace, incoming chair of GODORT, to name but a few. In the coming days I hope to get acquainted with many more of you. Welcome to you all.

Science fiction writer Ray Bradbury once observed, "Without libraries, what have we? We have no past and no future."

I use that quote to describe, in essence, how GPO views the Federal Depository Libraries of this Nation. They are, to GPO and the Federal Government itself, the final link in a chain between the Government and the governed, and a distinguishing feature of a representative democracy.

I have also opened my remarks with Mr. Bradbury's words to set a tone for this conference: that is, the importance of the Federal depository libraries in accomplishing a mission both urgent and essential, and the partnership between the libraries and the U.S. Government Printing Office in providing a unique public service.

The GPO and the Federal Depository Libraries are partners in the enterprise of disseminating Government information to the public. I use the term "partners" because it accurately describes our role in this vital enterprise. You will be hearing the word "partner" more and more as this conference progresses.

We are, essentially, conduits for the information that Government authors publish and the public requires. I want to describe, briefly, how the process works by way of illustrating our partnership.

The agencies of the Federal Government, financed by the taxpayers to publish the work they do, are GPO's customers. They contract with GPO to print, and in other ways reproduce, and then disseminate the information they have authored. In the printing process, GPO does three things:

- It creates information products and services in accordance with the specifications and needs of our Federal customer agencies.
- It then replicates, or reproduces, the information as distinct products and services.
- Finally, GPO disseminates the information products and services on behalf of the publishing agencies.

The dissemination process includes the agencies, the GPO, and the approximately 1,400 depository libraries across the country, who together provide public access to the information being disseminated. A survey conducted several years ago indicates that more than 167,000 persons utilize Federal Depository Library collections every week.

I want to stress the point that while disseminating Government information is essential to the functioning of a representative democracy, it is also part of the mission of the Federal agencies that authored the information. For them, the end product of their work is not a simple matter of writing reports. They must be assured that those reports are eventually made available to the public. This creates a requirement for the GPO and the depository libraries to serve as intermediaries between the agencies and the public. We share a unique role.

Public access to this information is the bottom line of the dissemination effort. Every library offers information. Every library offers inspiration, entertainment, the reinforcing of deeply-held beliefs, and the introduction of new ideas that may challenge those beliefs.

But 1,400 libraries in this Nation also provide essential Government information to those men and women who find in it the knowledge that makes us all more learned, creative, prosperous, and humane citizens.

This part of the mission should not be a simple matter of keeping the information on file, any more than the simple writing of reports is the end of the process for the Federal agencies that publish them. The key to the enterprise is disseminating that information, not storing it. It's what separates a library from a warehouse.

This key point brings me to a central feature in the dissemination of Federal Government information: outreach. There is a fancy name for it too: affirmative public service. Whatever name you wish to use, it comes down to the same thing: marketing the information to the public. I do mean marketing, not advertising. For those who are students of marketing, you will remember the four P's of marketing: product, price, promotion, placement. If you can visualize a Government document as a product, and trace through the other elements of marketing: price, promotion, and placement, you will understand, and appreciate the importance of marketing.

Through this framework, libraries designated as depositories serve not only their primary clientele, but also the entire population of their Congressional districts. A library's success in identifying and meeting these larger community needs is the measure of the depository's effectiveness.
--R.W. Houk

Through this framework, libraries designated as depositories serve not only their primary clientele, but also the entire population of their Congressional districts. A library's success in identifying and meeting these larger community needs is the measure of the depository's effectiveness.

Whatever the method used, the aggressive marketing of Government information, reaching out to the public that relies on such information, closes the circle of the dissemination effort. So, we encourage you, the Federal depository librarians of this Nation, to inform your communities of the wealth of Government information on your shelves, in your microfiche and map cabinets, and more and more frequently on your computers.

I want, finally, to outline initiatives GPO is taking to advance more aggressively into the electronic age.

These initiatives are described in a booklet called, "GPO/2001: Vision for a New Millennium." It is the product of enormous work by many hardworking GPO employees headed by Bill Hohns, our Deputy Public Printer. It is only the first step towards developing a final strategic plan, which will be called "Blueprint for a New Millennium."

Simply put, GPO will be transformed from an environment dedicated to traditional print technologies to an integrated information-processing operation distinguished by the electronic creation, replication, and dissemination of information.

--R.W. Houk

We are currently inviting feedback from those who have read the Vision statement, which offers a view of the future in which GPO and the depository libraries will be relying much more heavily on electronic methods and formats to accomplish our mission of disseminating Government information. Simply put, GPO will be transformed from an environment dedicated to traditional print technologies to an

integrated information-processing operation distinguished by the electronic creation, replication, and dissemination of information.

These changes, should they be adopted as outlined in the Vision statement, will evolve over time. We are not talking about a sudden revolutionary jolt. But the central element that will most affect the dissemination activities will be the gradual development and implementation of an electronic capability that will best serve the needs of our Federal customer agencies and the public users we all serve.

This capacity will consist of three basic elements:

- FIND, for Federal Information Directory. This will be a comprehensive Federal information locator system. It will serve as a universal index to all Government information products and services, incorporating other directories that already exist or are created subsequently. This index has long been needed.
- A second element is SEND, which stands for Satellite Electronic Network Dissemination. It is, as its name implies, satellite-based, and is intended to work on a daily basis. When combined with GPO's continued distribution of products that remain in traditional print formats, it will fulfill GPO's responsibility to distribute electronic information products and services to the depository libraries. Moreover, SEND will increase the amount of information available to the depository libraries and dramatically improve its timeliness.

An important feature in SEND is that it will be designed to allow the depository libraries to manage the information they receive, controlling their receipt of the information to meet their exact needs. Libraries will provide public access to the information through print-on-demand capabilities, or the provision of electronic user access through terminals, along with research assistance to patrons.

- The third element is INTERACT, which will serve GPO's sales program by making our general information dissemination activities bilateral, or interactive, rather than unilateral as they are today. INTERACT will provide on-line access to the database of information products and services residing at, or available through, GPO.

But the success of these future efforts, no less than the success of our efforts today, is tied to the strength of the GPO-Depository Library partnership. The key to that

partnership is our commitment to the Federal community and the larger community of people it serves. The goal of our partnership and our commitment is an informed Republic.

In closing, I again welcome you to this conference. It is the first of what we hope and plan to be an annual event. With this turnout, I am encouraged and delighted that GPO organized this conference. You have much to hear today - and much to discuss - so I turn the microphone back to Joe McClane.

Thank you.



Wayne P. Kelley Superintendent of Documents

Remarks at the
Federal Depository Conference
April 8, 1992

Good morning. During the past year I have seen many of you at meetings - in places such as Boston, Atlanta, New Orleans, Albany, Minneapolis, Detroit and San Antonio. Now I am able to welcome all of you to Washington. And I must say it is a real pleasure. You come into the nation's capital like a fresh breeze springing from communities in every section of our country. And we need you.

Your presence here today reflects your personal commitment, and that of your institutions, to the Depository Library Program.

The theme of this conference is public service. I suggest we take that theme to heart- make it more than a slogan. Make it a call to arms for GPO and the library community.

I have lived and worked in Washington for some 25 years -- a quarter of a century. I have observed politics and Federal institutions as a newspaper reporter, as a student of government, and as the manager of a publishing firm. And I believe we are entering a period of profound change.

It is no secret that the unwritten rules of politics and journalism have changed. The media is probing more deeply into what was once considered the private lives of public officials. One party leader has suggested that there be a statute of limitations for politicians - with the media going back just 10 or 20 years into a candidate's life. Under pressure, politicians are giving new definition to what constitutes ethical conduct - or unwarranted privileges.

So what? What does it mean to us? We are not running for office. None of us expect the next knock on the door to be Mike Wallace of 60 Minutes.

But it does have meaning for us, because we live and work in an environment affected by these changes. The elected officials who vote the funds for our programs, and oversee these programs, are under intense new pressures.

There is evidence of real anger in the American public. You see it on the evening news and read about it in the morning papers. It runs deep. It is anger about unemployment, about huge deficits, about bank failures. And about the perceived failures of leadership and government. We have entered a time when even the most desirable and most needed Federal programs cannot be funded to a level that meets demand. We have entered a time when a skeptical public no longer believes spending money will solve many problems. And we have entered a time when some agencies must reinvent themselves or their programs.

Those who succeed will start with a brutally honest examination of themselves and the needs of their customers. And I make a distinction here between costumers and constituent groups.

The customer is the person who receives the service. Constituent groups often exert influence, but may not always accurately represent the needs of a program's real customers.

The second step is to identify and quantify our customers' needs. And the third is to put these needs into the context of the existing environment. How do elected officials rate these needs on their list of priorities? What can we do to meet the needs now with available funds? How can we restructure to be more effective? What incentives can we use to bring private enterprise or non-profit partners in to expand our resources? Can we somehow earn money, not just spend it?

Bob Houk has given you an outline of our vision for the future of GPO and the Depository Library Program. I am going to tell you about some of the things we are doing today.

We are putting our house in order. We will eliminate distribution backlogs this year. Then we will eliminate cataloging backlogs. We will connect ourselves to the Internet. We will complete data collection and analysis of five electronic pilot projects and issue a report. We have created within the document sales program a new electronic information dissemination service working closely with Federal agencies. During our contacts with agency publishers we will make them aware of the benefits they get by making electronic products available to depository libraries. And we will draft plans for a Federal information directory.

Although we are well into the electronic information era, there is no single Federal information policy, and ad hoc policies are springing up like daffodils. Electronic technology is evolving rapidly. And so are the electronic information needs of depository libraries.

Electronic technology is evolving rapidly. And so are the electronic information needs of depository libraries.--W.P. Kelley

In this environment, we cannot wait for the future. The future is now. Here is what we are doing:

- We are exploring the applications of various technologies.
- We are identifying the needs of our Federal agency customers.
- We are looking at the ways the public uses government information.
- And we are determining what can be achieved through cooperation with private sector and nonprofit information providers.

In undertaking this process, we are guided by three basic principles. The foundation principle, on which the other two rest, is that the public has paid for the creation of, and owns, government information. The second, underlying the Depository Library Program, is that the public is entitled to have some broadly based mechanism for free access to government publications. The third principle, which forms the basis of the sales program, is that if an individual wishes to own a copy of a government publication, it should be available at roughly the cost of supplying it. Thus, the sales and Depository Library Programs complement each other. And both provide essential alternatives for public access to government publications.

In this time of complex deal-making in the government information arena, these three principles sound a bit out-dated. But if we are to find our way out of the chaotic state into which information technologies have thrown us, we are going to have to go back to the basics. We are going to have to look to the essential tenets that have guaranteed the public access to the documents of its government. The National Commission on Library and Information Science did this in June 1990 by approving what they refer to as a "Bill of Rights for the Information Age." The preamble to that document states that, " ... Public information is information owned by the people, held in trust by their government, and should be available to the people except where restricted by law."

Using these principles as our touchstones, we are setting out to define GPO's role by pursuing what I call "the practical policy of the possible." Our assumptions are that we cannot predict the final shape or timing of Federal information policy. That we cannot project with certainty the outcome of the myriad technical issues associated with electronic information dissemination. But that we do have the mandate to disseminate and provide public access to the entire range of government publications regardless of media.

The result of our efforts will be that when a comprehensive Federal information policy arrives, we will already be there. We will be offering agencies the full spectrum of electronic publishing services and offering the public convenient access to government information in all formats.

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The best way we can protect and preserve the values we all share is to work closely together in shaping the future of the depository program. That is the purpose of this conference: to bring together depository librarians, Federal agency officials, and GPO staff in the spirit of renewed commitment to public service.

Thank you for joining us-- at this conference and in our quest for a meaningful future for the depository program.

Judith C. Russell
Director, Library Programs Service

Remarks at the
Federal Depository Conference
April 8, 1992



I want to join Wayne and Bob in welcoming you to the first Federal Depository Conference. I am happy to be here with you and delighted to see such a wonderful turnout ...

As many of you know, I spent many hours in this room when I was a member of the Depository Library Council, and I certainly never expected that I would one day stand before you here as the director of the Library Programs Service. I see many familiar faces in the audience -- and many new ones. I look forward to getting to know all of you better during this conference and as we work together to fulfill our common mission of depository public service.

Obviously I share your strong commitment to public access to government publications through the Depository Library Program -- and your sincere desire to improve the service that together we provide to the publishing agencies and the people who through your libraries use their publications.

The theme of this conference is particularly appropriate. Public service is the essence of the Depository Library Program, and it has been - and continues to be - redefined by the new electronic publications entering the program.

We have come a long way since Census Test Disc No. 2 was sent to 143 depository libraries in September, 1988. LPS has now distributed -- and you have received and provide service for -- over 175 CD-ROMs and numerous other publications on personal computer diskettes. We have our own electronic bulletin board. We are working on evaluations of 5 electronic pilot projects, and we are continuing to participate in the U.S. Supreme Court's Project Hermes.

We are still awaiting results from the biennial survey. We anticipate that it will confirm that over 80% (and perhaps as high as 90%) of depository libraries have - or soon will have - computer workstations and CD-ROM drives available for public use of the electronic information products you have received. The acceptance and implementation of these new technologies has occurred with incredible speed.

Through the Depository Library Program and the Sales Program we have gained significant experience with the dissemination of electronic products and - more importantly -- we have gathered a great deal of valuable information about how these products are used and how they can be made more useful.

-- J.C. Russell

It is truly an exciting time to be part of the Federal Depository Library community.

I am fortunate to wear two hats at GPO, as director of LPS and of the new Office of Electronic Information Dissemination Services (EIDS) -- a new initialism for your alphabet soup.

Both LPS and EIDS focus on the delivery of government publications to the people who want and need the information.

You are all familiar with LPS, but EIDS is a new office and I want to take a few minutes to talk about that office and how its activities relate to and support the Depository Library Program.

Like LPS, EIDS is under the Superintendent of Documents. Its primary mission is to work with other parts of GPO to assist our customer agencies in producing and disseminating electronic publications.

EIDS is helping agencies evaluate the new publishing opportunities that are available because of CD-ROM and other technologies. We are sharing not only GPO's experience with the production and procurement of electronic information products, but also our experience with the dissemination and use of those products.

Through the Depository Library Program and the Sales Program we have gained significant experience with the dissemination of electronic products and -- more importantly -- we have gathered a great deal of valuable information about how these products are used and how they can be made more useful.

We are meeting with agencies individually. The EIDS staff are speaking at conferences and using other opportunities to communicate with groups of agency publishers -- This month that includes a presentation to the Electronic Publishing Roundtable of the Federal Publishers Committee on Monday (which a number of you were able to attend), as well as participation in the IFPP CD-ROM course next week and in the SIGCAT CD-ROM Conference at the end of month.

To each meeting we are taking information about the Sales Program and the Depository Library Program and at each meeting we are sharing the feedback that you have provided to us -- sharing the lessons that you have learned working with the electronic publications that are already in the program, so the next publication can be better than the last publication.

I have coined a phrase to replace the overworked expression "user friendly," and I talk to the agencies about the need for "simple, intuitive, and self-instructing software." I know how important that is in part from your feedback on the ability of the public to use the electronic publications you have already received and made available. I stress the benefits not just to you and your users -- but to their other constituencies as well.

EIDS is advising the agencies not just on the selection of retrieval software, but also on the media, manuals, packaging and other components of a successful electronic publication.

And we are offering the agencies mechanisms for dissemination to the public at no additional cost to the agency if the publication is produced or procured through GPO.

For some agencies your users are the primary audience to whom they are addressing their publications. To others your users are a secondary audience who can benefit from the publications developed for and targeted to other constituencies. In either case, you and your users are a source of positive, constructive feedback to the agencies -- a laboratory for testing their products -- a resource for supplementing their own user support and public service activities.

The agencies that already participate in the Depository Library Program are delighted with the supplementary materials that you develop and share with one another and with your users. The ones who are considering participation are impressed by your commitment and your effort to make these electronic products accessible and useful to the public.

Those of you who were at the FPC meeting Monday heard Ken Rogers from the Department of Commerce say how important this program is to his agency - how they value the support -- the public service -- that you offer to the users of the National Trade Data Bank.

Commerce does not publish the NTDB through GPO. Yet they provide over 675 copies to us each month -- at their own expense -- so we can send them to you and you can get the information into the hands of the small business owners and others who need it.

When I put on my EIDS hat and go out to talk to the agencies, I represent your desire to have more electronic publications in the program and your preferences for product designs that enable you to more effectively deliver the agencies' information to the public. I also offer the Depository Library Program as a low cost way to meet their own public service objectives. I offer them the benefit of your staff, your commitment, your public service, to supplement and enhance their own.

We will continue to reach out to the agencies to encourage their participation in the program. You must continue to reach out to your entire community -- the entire Congressional district, the entire state, the entire network of depository libraries -- to encourage the fullest possible utilization of the materials that are provided to you. -- J.C. Russell

The Depository Library Program - and the Sales Program - are strong incentives for the agencies to work with GPO for the production and procurement of electronic information products.

The advent of new technologies present us daily with new challenges and new opportunities for public service. We are off to a good start, but there is still much that must be accomplished.

Each new electronic product brings a new precedent, a new policy. We are having to look again at the old ways of doing things and re-evaluate them. We must keep what is good, what works, what makes sense -- and not be afraid to change what no longer works. We must challenge ourselves to meet not just the letter of the law with respect to public access and public service, but the true spirit of program.

We will continue to reach out to the agencies to encourage their participation in the program. You must continue to reach out to your entire community -- the entire Congressional district, the entire state, the entire network of depository libraries -- to encourage the fullest possible utilization of the materials that are provided to you.

Together we can redefine and strengthen the standards for public access and public service in the new, and increasingly electronic, Depository Library Program. We can ensure that the Program provides an unparalleled service to the publishing agencies and to the public.

I am excited by the opportunity to work with you -- and for you -- both in EIDS and LPS. Together we are a powerful team, and I believe that together we can meet Wayne's challenge to define -- and then implement -- the "practical policy of the possible."

This conference is an excellent place to begin that journey.



Public Access in an Electronic Environment

Jane Bartlett

Manager, Information Technology Program

Federal Depository Conference

April 8, 1992



What happens to public access when the Government begins disseminating information in electronic formats? What happens when that mechanism for dissemination is the Federal Depository Library Program (FDLP)? Those are the questions that I would like to touch upon in my presentation this morning.

Yesterday I had a phone call from a depository librarian in Ohio. She was calling to ask if and when a certain Census publication would be shipped to depositories on CD-ROM. She admitted that the library had already received it in paper, but her patron, a member of the faculty, insisted that he had to have the CD-ROM edition. The paper version, he claimed, was just too slow.

Similarly, last week, a librarian related to me a now-familiar tale of a high school student who refused to use the paper edition of a publication that was readily available and willingly drove 15 miles to use a CD-ROM version the same title.

These and other stories are brought to my attention frequently and attest to the fact that the public, or at least a portion of it, have found the dissemination of Government information in electronic formats acceptable and even preferable to the alternatives. They give evidence to the fact that the most recent three years of electronic pilot projects involving publishing agencies, the Government Printing Office (GPO) and depository libraries have had an impact on public access. They demonstrate that the special efforts of all the partners associated with the FDLP have been successful in making the electronic technologies carrying Government information more accessible to the user of that information.

There are basically two points that this recent experience has taught us so far: the first point is that use of the established channels of the Federal Depository Library Program have made dissemination of electronic information easier. It was not necessary to set up a new organization nor make significant investments to make electronic information more readily available. A second point is that Government agency use of electronic technologies for publication and distribution of their databases has expanded public access to information.

... Government agency use of electronic technologies for publication and distribution of their databases has expanded public access to information.

--J. Bartlett

As you know, providing public access to electronic databases through the Federal Depository Library Program has not always been authorized or considered appropriate. In 1989, when the Joint Committee on Printing (JCP) gave the GPO authority to provide the full range of its services to Federal agencies for production of their electronic products, the door was opened for the expansion of the Federal Depository Library Program to add electronic formats to its other dissemination activities. Cautiously, and initially as pilot projects, the JCP urged GPO to test the other partners in the existing cooperative network of agency publishers and depository libraries to see if it was practical and economically feasible to use this structure as a delivery mechanism of electronic information to the public. Three CD-ROM and two online services were selected for initial distribution through the Program. They included a variety of data types with appeal to diverse communities with varying levels of expertise. Released at approximately six month intervals beginning in May 1989, the final project was completed in mid-1991.

It is becoming increasingly apparent that there is a clientele that not only prefers but insists on using the electronic mediums to extract the needed information. In some depositories, these electronic formats have become magnets for attracting new users and for forming new alliances with business and other interest groups.

--J. Bartlett

However, even before the two-year pilot project implementation period was ended, it became apparent to Federal agencies, GPO, and the libraries that the established delivery mechanisms that had operated reasonably well for many years for the distribution of printed documents appeared to be working effectively for electronic publications. There have been and are still some rough spots in the process, but the level of satisfaction by the publishing agencies and the public with the technology and the success of the method of delivery accelerated the mainstreaming of the use of the Federal Depository Library Program to disseminate Government offline electronic products to the public. What had started as a test became a routine.

This has all happened in a relatively short time and the total electronic titles distributed are small compared to the overall titles disseminated through the Program, but the gain is impressive. Since the beginning of fiscal year 1991, there have been 173 CD-ROMs and 83 floppy diskettes titles shipped to depositories. This is a nearly 2800% increase over the figures for the two previous years. The quantity of titles continues to grow, but what is more encouraging is that use of the FDLP for electronic dissemination is becoming an attractive option for an ever-increasing number of federal publishers. Where the earliest production and dissemination to depositories originated and remained strong in agencies such as the Bureau of the Census and the Department of Commerce, we now see some new entrants in the field... agency partners such as the Department of Education, the Department of Health and Human Services, and the General Services Administration.

What does this mean for public access to Government information? It is obvious that, with the continued cooperation of all the partners in the dissemination effort, the public reaps the benefit of more efficient access to needed information. As publications are released that are electronic versions of a familiar printed editions, anecdotes such as I mentioned earlier become conventional wisdom. It is becoming increasingly apparent

that there is a clientele that not only prefers but insists on using the electronic mediums to extract the needed information. In some depositories, these electronic formats have become magnets for attracting new users and for forming new alliances with business and other interest groups.

What may be even more significant for public access is that a technology such as CD-ROM is providing a ready availability to Government databases that were seldom, if ever, found in libraries. Federal agencies are finding that CD-ROM as a dissemination medium is a more cost effective and a more stable technology than magnetic tape for distribution of large databases. Use of this technology is not only acting to free the researcher from the mainframe environment but is also providing more timely delivery of information to the general public. With the use of a personal computer, a CD-ROM data disc, and appropriate software, the end user now has access to information that was previously available only at major university and research computer centers. The release of this data on CD-ROM means that the depository library patron also has faster and wider access to data than that provided previously through a later and less detailed printed publication program. It is what the Bureau of the Census calls the "democratization of data" and is an example of what the Federal Depository Library Program is all about.

In summary, what we have seen happen in the most recent three years is that using an established mechanism such as the Federal Depository Library Program appears to be an efficient way to provide public access to Government electronic publications. What we have also witnessed is that the public is responding positively to this dissemination through the libraries in their Congressional district. This response suggests that the Federal Depository Library Program is an effective way to provide public access... to make the transfer from remote database to the hands and mind of the user.

Thank you.





Public Access in an Electronic Environment

Joseph C. McClane

Chief, Depository Services Staff

Federal Depository Conference

April 8, 1992

By now you are probably remembering the opening lines of Dickens' *A Tale of Two Cities*, "it was the best of times, it was the worst of times..." These materials which hold, and to some extent already deliver, such promise, also create challenges for us all, challenges that come to us at the very time resources in many libraries are shrinking.

Public access to government information is a fundamental principle of the federal depository library program. A question on every documents librarian's mind is what level of access and public service does GPO expect for electronic materials; and, almost as important, at what point in time will this be a requirement?

A question on every documents librarian's mind is what level of access and public service does GPO expect for electronic materials; and, almost as important, at what point in time will this be a requirement?

--J.C. McClane

The introduction of new formats into the federal depository library program is not without precedent. When microfiche, and later the large map series, were introduced into the system, similar concerns were raised.

At each instance, libraries were required to:

1. Make these materials physically accessible;
2. Provide suitable housing for the materials;
3. Provide any necessary readers and reader/printers; and,
4. Most importantly, to provide, as a minimum threshold, at least a ready reference level of service to these materials.

At this minimum threshold level, libraries would not be expected to conduct complicated searches of the database, but would have to be able to provide patrons with assistance on getting the information uploaded onto the machine and providing them with any available documentation. I want to emphasize that this would be a "minimum threshold level," the equivalent of a satisfactory score.

... as public access is so fundamental, GPO urges all depositories to acquire the equipment listed in the minimum technical guidelines, as soon as possible.

--J.C. McClane

Much more information concerning these new formats will be available in the upcoming revision of the federal depository library manual and today, Duncan Aldridge will be talking about some policies and procedures his library has developed concerning levels of service. I will also be talking about this topic during the information exchange section of the conference.

In the past, when new formats were introduced into the Federal Depository Library Program, we have always allowed libraries a two-year period to acquire the necessary equipment. In fact the Public Printer's Depository Library Council asked us to delay such requirements for a similar time period. This is a reasonable request, and libraries should not fail to select CD-ROM materials because they do not have all of the necessary equipment. But, as public access is so fundamental, GPO urges all depositories to acquire the equipment listed in the minimum technical guidelines, as soon as possible. The immediate impulse for too many people is to file these CDs in the nearest desk drawer so we don't have to think about it, but please don't wait another year to begin acquiring this necessary equipment. Depositories are not storehouses; this valuable information needs to get to the public. Advances are sometimes disorienting, but together we will successfully get through these trying times.



Effects of Online Cataloging On Usage of Documents In Regional Federal Depository Libraries

Gary Cornwell

University of Florida Libraries

Remarks at the Regional Federal Depository Seminar
component of the Federal Depository Conference

April 5, 1992

- 1) Regional Depositories loading the entire retrospective file of machine readable cataloging records for federal documents can expect to add over 200,000 bibliographic records to their online catalog.
- 2) Following a load of this magnitude, federal documents will immediately become a significant portion of the library's database.
- 3) Following a load of the GPO cataloging records, libraries can expect an immediate and potentially overwhelming increase in reference, referrals and circulation.

A) Reference

1. Depending upon the pre-load usage of the collection, increases of 500-1,000 percent are not uncommon.
2. Need to increase staffing at documents reference desk.
3. If stacks are closed, may need to open them or develop an efficient paging system.
4. If holdings are attached to a national bibliographic utility such as OCLC or RLIN, anticipate a substantial increase in the number of ILL requests.
5. Need to educate and train staff with indexes and methodology for accessing pre-1976 material.

B) Referrals

1. With an increased number of cataloging records in the online catalog for government publications, there is a much better chance that reference staff at other service points will need to deal with them.
2. Responsibility of Documents Department to train other reference staff to recognize records for government publications and make appropriate referrals.
 - a. Superintendent of Documents Call Numbers
 - b. Item numbers
 - c. Coverage
 - d. How are changes in SuDocs numbers reflected in the online catalog?
 - e. How are new receipts added to the online catalog?
 - f. Format (paper vs. microfiche) problems for GPO cataloging records
 - g. Duplicate records

C) Circulation

1. Libraries can expect a large increase in the number of circulation requests for government documents.
 2. System (either online or manual) must be in place for the fast, efficient charging of materials.
 3. Barcoding
 4. Overdue and fining system
 5. Increased wear and tear on materials resulting from circulation emphasizes the need for binding and preservation.
- 4) All documents staff must be familiar with the intricacies of the loading process and potential points of confusion resulting from the load.
- A) Profiling - What was loaded and What was excluded from the load;
 - B) Why there are records in the database for material not owned by the library;
 - C) Why there are incorrect formats and locations in the online catalog;
 - D) Why there are duplicate records in the database;
 - E) Relationship of records on OCLC and in the online catalog;
1. How does the library deal with the delay between the receipt of a new title and the availability of a machine readable cataloging record?
 2. How does the library handle "dual distribution" items?



Cataloging Talktable Highlights

Federal Depository Conference

April 9, 1992



Gil Baldwin, Chief of the Library Division, and Laurie Beyer Hall, Chief of the Cataloging Branch (far right and center rear in the photo), were on hand to answer questions.

Many visitors to the talktable spoke about the problem they have encountered when trying to search and retrieve GPO serial records for titles in their local online systems. The problem arises when the Superintendent of Documents classification number assigned to a serial title is not unique. This is especially problematic when a serial title is part of a numbered series and assigned the classification number for the series. GPO staff response was that the issue is also problematic for GPO serial catalogers trying to identify serial titles in OCLC. GPO staff stated that they would meet with Acquisitions/Classification staff to discuss the current policies for classifying serials and report policy decisions in upcoming issues of **Administrative Notes** and in the special chapter on serials in the new Classification Manual due out later this year.

Another major topic of discussion was the need for a unique number other than the Superintendent of Documents class number to match publications on the shipping list with cataloging records received later from various vendors. Many libraries are creating a preliminary cataloging record on their online systems from the brief information on the shipping list. This allows a title to be accessible to users as soon as the publication is received.

GPO staff felt that the ACSIS (Acquisitions Classification and Inventory System) may provide some field data that could be used for this purpose. GPO staff reminded the participants that the Superintendent of Documents classification number was never intended to be used in as many ways as libraries now use them.

The issue of the classification and cataloging of fugitive documents also was a topic discussed at the cataloging talktable.

GPO staff discussed the limited amount of staff resources in LPS available to handle fugitive documents and suggested that titles not received in depository shipments be classified by using the procedures described for locally assigned SuDocs numbers in the **GPO Classification Manual**.

SuDocs classification errors were also discussed at the cataloging talktable. GPO staff explained that unlike many library operations, the cataloging and classification functions in LPS are performed by two separate branches. Documents are first acquired and then classified. Paper titles are distributed and microfiche titles are converted to microfiche and then distributed. Cataloging of titles occurs after all titles have been distributed. The Cataloging Branch is not set up as a quality control check point for classification errors, although the cataloging staff is familiar with SuDocs classification and is able to detect many errors and return items for class corrections. The Cataloging Branch Chief serves as a liaison between the Depository Administration Branch and the Cataloging Branch on issues of the identification, classification and cataloging of serials.



Readers Exchange

ELECTRONICORNER

Suzanne Wise, Documents Librarian at Appalachian State University in Boone, North Carolina, has submitted two user aids for depository compact disk products to share with other depository libraries. The aid for the National Trade Data Bank (NTDB) appears below. The next issue of **Administrative Notes** will contain the user aid for the CPDFILE (National Center for Chronic Disease Prevention and Health Promotion).

How To Use the National Trade Data Bank Compact Disk

The National Trade Data Bank is a collection of international trade and export statistics, country and industry profiles, how-to-do-it guides, and directory information from fifteen U.S. government agencies. It contains the text of more than 100,000 documents. The National Trade Data Bank is updated monthly.

Entering the NTDB

1. Select the NTDB from the menu.
2. Type NTDB and press ENTER.
3. Type M (for monochrome monitor) and press ENTER.
4. Select the NTDB or the FTI from the menu. All but the most experienced users should select the BROWSE mode.
5. You will get a "news" screen. Press ENTER.
6. You will get the title screen with the search categories along the top. Highlight the search category you want and press ENTER.

Search Methods

There are several access points to the data in the NTDB. Select the one most appropriate to your skill and knowledge level. The search categories listed below are arranged in order from beginning to searcher to expert searcher.

- SUBJECT** Search by entering key words or phrases that appear in the title of a document.
- TOPIC** Search by general subject category (energy, exports, etc.). Select a category, then select again from the list of available programs addressing that category, such as export information sources.
- SOURCE.** If you are familiar with Federal agencies, searching by **SOURCE** will list each agency that contributes data to the NTDB. Select an agency, then select again from the list of programs produced by that agency.
- PROGRAM.** Advanced users who are familiar with the data in NTDB can use **PROGRAM** to enter the name of a known program. This brings up a list of all programs in the NTDB. Select the desired program, then select again from a list of attributes to further narrow the focus of the search.
- ITEM.** Search by **ITEM** if you know the ID number of the desired document.

To search, use the arrow keys to move the cursor and highlight the search method you want to use. Then press **ENTER**. Depending on the search category you are using, either type in the word or phrase of your choice, or select from the list of attributes (subjects) presented on the screen by highlighting the one you want (use the up and down arrow keys). Press the **ENTER** key. Type in a second key word or phrase if desired, or select from succeeding attribute lists, until you have reached the level of information you need.

A list of function keys to use in moving around the NTDB is given on the last page of this aid.

Viewing Data

Press **F3** to view titles retrieved. Use the cursor to highlight the one you want, then press **F3** again to display the selected document.

The Text Browse Window opens and allows you to browse the first selected document. Use the arrow keys and the page up/page down keys to move around the document. You may also use the **HOME** and **END** keys to go to the beginning or end of the document.

The data is often displayed in a format wider than the screen. To see data to the right, press the right arrow key.

Printing/Downloading Data

Select the Copy function (F5) from the menu at the bottom of the screen. Highlight PRINT to print the displayed data. To download it, highlight DOWNLOAD.

IMPORTANT: you **must** change the drive to A in order to download onto your floppy disk. Backspace to delete the line on the screen, than type:

a:file name (You assign your own file name). Press ENTER.

Exiting the NTDB

To end a session, press ESCAPE until you are back at the Primary Selection Menu and QUIT is highlighted. Press ENTER.

The computer says: You type:

Your Choice:

C:

Your Choice:

menu

Search Hints

HELP (F1) displays context sensitive help information at any time. Press ESCAPE to return to your search.

Abbreviations used in the tables are often listed on the HELP screen (see above).

Use the ESCAPE key to back up one step.

When you are given a list of items to choose from, you can type the first few letters of the word and the cursor will move directly to it. For instance, if you want to select Switzerland from a list of countries, you can type SWITZ and the cursor will move to it without your having to arrow down through several pages of country listings.

To select several entries in a list for viewing, highlight each one desired and press ENTER after each. A check mark will appear next to the titles. Then press F3 to view the first. Press F9 to go to the previous document, F10 to go to the next one.

If you want to select more than one attribute in order to narrow a search even more, select the first attribute and press ENTER. Then press ESCAPE. Move the cursor to the next desired attribute then press ENTER to select it.

The DELETE key de-selects (un-marks) a previously selected attribute or program or agency.

You may use boolean logic to search. The default logic will "and" two or more terms selected from a single list. If you wish to change that logic (for instance, you wish to search cameras **or** electronic equipment rather than cameras **and** electronic equipment), press F7 (the logic key). Change the boolean logic as you wish. **And**, **or**, and **not** are all acceptable. You can always check on the logic in operation by pressing F4.

ZOOM (F3) enlarges the portion of the screen used to display data by removing the headers. It allows more data to be displayed on the screen. Press F3 again to return to the usual format with screen headers.

HDRS (F4) displays the data with headings that identify each column. Press ESC to cancel column headings.

Foreign Traders Index (FTI)

This is a subset of the NTDB. It contains the names and addresses, telephone numbers, products, key contact, and other data on importers, agents, distributors, government agencies, banks, ministries, associations, service firms, and other organizations in each country where the U.S. trades.

To access the FTI, select it from the menu.

Use the arrow keys to highlight the category you wish to search first. For instance, if you are interested in Japan, highlight COUNTRY and press ENTER. Then type the first few letters of the country you are interested in. Move the cursor to that country in the list being displayed and press ENTER.

If you want to narrow down your search to companies of a certain size or to specific types of products, press ESCAPE to return to the attribute selection menu.

To narrow your search by indicating a size of business, highlight SIZE and press ENTER. Then highlight the size you wish (small, medium, large, very large, unknown) and press ENTER again. If you wish to narrow further by another attribute, press ESCAPE.

To narrow your search by type of product, highlight PRODUCTS and press ENTER. Then type in the first few letters of the product you are interested in (for instance, comp for computers). That part of the products list will be displayed on the screen. You may select as many product categories as you wish by highlighting each and pressing ENTER.

Press F4 to view your search strategy.

To see the data, press F3.

To exit FTI, follow the instructions above for exiting the NTDB.

Keys for Moving Around NTDB

F1	Displays the functional HELP available for the current screen.
F2	Displays the PROGRAM DESCRIPTION for the data associated with the highlighted entry. Includes footnotes and data codes.
F3	Displays the available data.
F4	Displays the current AND/OR/NOT search logic.
F5	Print selected documents.
F6	Copy documents.
F7	Displays and changes the AND/OR/NOT logic
DEL	Un-marks the current highlighted entry.
ALT/Q	Returns you to the Primary Selection Menu.
ENTER	Accepts selected items and continues.
	Moves the cursor towards the top of the window one line at a time.
	Moves the cursor towards the bottom of the window one line at a time.
	Moves the cursor to left by one entry.
	Moves the cursor to the right by one entry.
HOME	Moves the cursor to the first/top entry.
END	Moves the cursor to the last/bottom entry.
PgUp	Scrolls the current window toward the top.
PgDn	Scrolls the current window toward the bottom.
NOTE:	Function keys are located at the bottom of each screen.

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